



# STATE OF IOWA

CHESTER J. CULVER, GOVERNOR  
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
CHARLES J. KROGMEIER, DIRECTOR

## INFORMATIONAL LETTER NO. 890

**TO:** All Iowa Medicaid Providers  
**FROM:** Iowa Department of Human Services, Iowa Medicaid Enterprise (IME)  
**DATE:** March 15, 2010  
**SUBJECT:** Electronic Remittance Advice

As originally announced in October 2009 (Informational Letters 847 and again in 860 and 877), beginning with the March 8, 2010 pay cycle, the IME remittance advice statement (RA) that explains the Medicaid payment will only be available to providers via an electronic method. The IME will no longer supply paper RAs. There are two options for providers to view their RAs electronically.

### OPTION 1: View RA images via the Iowa Medicaid Portal Access (IMPA)

RAs are available for free to any enrolled provider through the Medicaid web portal, IMPA. This secure website allows providers to view an exact replica of the former paper RAs. Signing up for online access takes approximately 10 minutes; providers must do the following:

1. Go to <https://secureapp.dhs.state.ia.us/imp/> click on "register new account" (upper left) and enter the required information and click "create." After the account is created:
2. Go to <http://www.tfaforms.com/144326> and complete an access form. Once that form is completed and the submit button is clicked, the IME will be automatically notified that the account has requested access to the RA. The form will be reviewed and approved or denied and an e-mail will be sent as soon as the process is complete to the address listed on the form, within 2 business days. After approval, remittance advice will appear as an option when the user logs back into the account they created in step 1.

*Public libraries allow access to a computer and the internet free of charge to the general public.*

### OPTION 2: HIPAA 835 RA Transactions

The HIPAA 835 is a standard transaction that all healthcare payers (such as Medicaid) are required to use to communicate details of the payments they make to providers of service. Iowa Medicaid 835s are available through EDISS at <http://www.edissweb.com/med/>. To begin receiving 835s, providers must complete enrollment and registration forms; this can be done online at: <http://www.edissweb.com/med/forms/onboard.html>. EDISS provides a free (downloadable) software program to view and print the 835 RA. This software can also be used to submit electronic claims to the IME. **Providers can sign up to get an electronic RA even if they do not submit claims electronically.** For any questions regarding the EDISS process, support is available at 1-800-967-7902.

Providers are also reminded that effective July 1, 2010 payments will only be transmitted via an electronic format and Informational Letters will only be available electronically. Please refer to the prior Informational Letters (noted in the first paragraph); details will continue to be sent on these changes.

**Questions?** The IME appreciates your partnership as we work together to serve the needs of Iowa Medicaid members. If you have any questions, please contact the IME Provider Services Unit at 1-800-338-7909, locally (in Des Moines) at 515-256-4609 or by e-mail at [imeproviderservices@dhs.state.ia.us](mailto:imeproviderservices@dhs.state.ia.us).